

Num	Area	Issue	Resolution	Notes
100	Application Functionality: Advertising			
201a	Customer Service	iSky is not being used for customer service.		Remove requirement.
201b	Customer Service	iSky is not being used for customer service.		Remove requirement.
209	Online Static Tutorial	Are we doing this?		

Issue #	Issue Description	Date Started	Date Completed	Impact	Progress/Resolution	Effort (hours)	On Point
100	eServicing						
101	eServicing request for assistance--eServicing has not received any files since 4 PM on June 4, 2002.	4-Jun-02	6-Jun-02	Data is not being received by eServicing.	Provided eServicing team with the information they need to configure DI to use persistent messages.	4	Stacey Deck
102	eServicing request for assistance	13-Jun-02	13-Jun-02	eServicing changed the IP address of their test server. The IP address needs to be changed on CRDEV2 channel definitions. Channel definitions were modified with new IP address.	Resolved.	1	Stacey Deck
200	SAIG						
201	SAIG Records are too long because Banner software adds characters to data. As a result, TSYS will not accept data. (this issue refers to issue #309 in the previous maintenance report)	01-Jun-02	30-Jun-02	EAI resources must research files and send file with explanation of problem to AFSA for further handling.	TSYS is still researching this issue. They plan to respond to EAI by July 3rd.	60	Scott Gray
202	Throughout June, FSA has requested that EAI interrupt and then restart the flow of messages between SAIG and COD.	June- Ongoing	June- Ongoing	No adverse impact. EAI resources must manually start and stop message flows.	EAI team interrupts information flow from SAIG to COD.	20	Scott and Mike
203	1. Files which failed transformation are sent from TSYS to schools and are not being identified clearly to TSYS. 2. Also, files of unknown file type are sent by schools to SAIG.	7-Jun-02	13-Jun-02	1. Implement and Deploy capability to transmit error information with the transformation capability cannot process a file. 2. All files of unknown type had to be resent once the process was implemented.	1. EAI is sending transformation failures to a specific location for transformation failures and including a textual explanation of the failure condition. 2. For the files of unknown type, EAI has changed the unknown file type process to match newly implemented TSYS unknown file process.	40	Linda Kim
300	COD						
301	Invalid MPN ID's returned from COD application. (This issue was logged in the May maintenance report as #310)	30-May-02	5-Jun-02	Students not getting valid MPN ID returned.	Mod Partner will initiate a change request.	10	Mike Krueger
302	COD has migrated changes into production for the financial transaction layout that EAI and FMS does not currently support.	4-Jun-02	10-Jun-02	Messages were going to a dead letter queue.	FMS and the EAI made the appropriate changes and implemented them. Records have been processed with the new layout.	2	Stacey Deck, Lauren Brett
303	241 Messages from COD to FMS were lost the morning of June 5. FMS planned to start processing COD transactions on Thursday, June 6. The EAI Server was holding the transactions from COD on the queue until FMS would begin processing. Between 5:30 am and 6:30 am on June 5, all 241 messages that were on the queue were lost. Cause: CSC was installing an update to the startup script on the EAI Server, and restarted the server. When the queue manager restarted, all non-persistent messages were lost. These messages were set as non-persistent, so they were lost. The intention was that these messages be persistent, but TSYS has an intermediate step that actually sent the messages to the EAI Server as non-persistent.	5-Jun-02	7-Jun-02	241 Messages from COD to FMS were lost the morning of June 5.	Corrective Action: 1) Request COD resend the FMS transactions. FMS will process them on June 6. 2) Request COD change the message attribute to persistent. TSYS has reported that the change is in place to send the messages as persistent. Mod Partner and CSC have discussed the need to improve communications regarding changes, and will analyze this case to identify process improvement recommendations.	12	
304	Incorrectly labeled files of a certain type were sent by Michigan State University to the bus. The bus rejected the files.	7-Jun-02	10-Jun-02	Files could not be correctly sent to COD.	EAI identified the mislabeled files and informed COD customer support.	8	Scott Gray
305	EAI discovered that the outgoing file definitions were being modified by an automated system process designed to save disk space. This process resulted in some files getting deleted.	8-Jun-02	8-Jun-02	EAI resources had to resend data.	444 files were resent by 5pm. TSYS has acknowledged their receipt.	4	Scott Gray
306	EAI discovered that the outgoing file definitions were being modified by an automated system process designed to save disk space. This process resulted in some files getting deleted.	9-Jun-02	9-Jun-02	EAI resources had to resend data.	The automated process that was deleting files was disabled.	1	Scott Gray
307	Transformation code on the EAI Bus (which translates XML into flat file format for legacy schools) needed to be updated.	9-Jun-02	10-Jun-02	Missing mapping needed to be inserted so that schools would receive proper edit codes.	The new Transformation configuration (mapping file) was migrated to both of the Production EAI Bus servers (su35e3 & su35e14) at 9:15am EST on Monday June 10, 2002.	4	david liu

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308	Network Outage - TSYS and CSC: the ATM network between VDC and TSYS experienced an outage which was not reported to the EAI team.	11-Jun-02	11-Jun-02	Borrower Validation timeouts - 342; Credit Check timeouts - 67	Messages were queueing on transmission queues from 4:17 on, however, no pages were issued by CSC to EAI. By chance, the EAI team discovered the problem and proceeded to alert CSC to the outage at 5:30. Ed Young from CSC AIS is investigating why no pages were issued. When EAI discovered the outage, we alerted EDS to the outage so they could inform users. EDS did not indicate that maintenance screens would be enabled. No call back was given by CSC VDC help desk as was requested and EAI was not aware that the problem had been resolved until Scott Gray of EAI called for an update at 9pm.	10	Mike Krueger
309	COD request for copy of 5775 test flow for 2247 environment.	13-Jun-02	13-Jun-02	No adverse impact.	Two queues were created, the flow was copied and modified, and the transmit queue was modified. Developer, Tester, and System Administrator were notified of the change.	2	Stacey Deck
400	LOWeb						
401	Borrower Validation Interface Outage	3-Jun-02	4-Jun-02	LOWeb credit check and borrower validation service was interrupted.	Approximately 4:10 on June 3rd, the Borrower Validation Response message started generating invalid length error messages. The EAI team was paged and started troubleshooting the problem. Nigel Carty of TSYS and Kevin Johnson of EDS were notified. EDS installed the maintenance screen on the eMPN web site. It was initially thought to be a TSYS problem since the messages were the wrong length. Subsequent investigation identified an issue with the EAI transformation of the message that was causing an invalid message to be sent to TSYS. The problem was corrected and then tested in development. Redeployment was coordinated through the VDC, and the fix was redeployed by 8:00 p.m. EDS was notified and the eMPN site was restored to operation.	4	
402	LO Web Credit Check Problems: Three problems with the LO Web credit check problem occurred on 6/4/2002: (1) Netman P1001856: COD application changed zip code processing. (2) Netman CP1001988: 45 credit check applications timed out. (3) Netman CP101995: Incorrectly formatted messages were sent from COD in response to credit check requests.	4-Jun-02	5-Jun	No credit checks were processed through LOWeb credit check.	All problems were acknowledged by TSYS to be COD problems. TSYS says that the problems are fixed now.	42	Barnet Malkin
403	There were eMPN timeout issues reported last week on the COD Production Call.	10-Jun-02	11-Jun-02	Some additional timeouts occurred last week. Need to analyze and determine the cause. COD Production call requested an update for Tuesday's call (June 11).	EAI and EDS (Ian Wilson, Kevin Johnson, Mike Krueger, and Bruce Kingsley) met and reviewed the status of the interface. There have been issues with the data in the responses, and there is a BAR under analysis to address the issues with the MPN ID. These data content problems can cause the web user to see an error message that is similar to the message the user would see if there were a problem with the interface, and can be reported as poor response or a timeout problem. The EAI interface, however, has been functioning properly. Logs show that there has been a response for every request. There have not been any of the timeouts associated with the Borrower Validation message that had occurred in May.	3	Mike Krueger
404	COD Credit Bureau interface failure.	21-Jun-02	21-Jun-02	No credit checks were processed through LOWeb credit check.	The problem was detected by EAI at 9:30 AM. COD and EDS were notified. The problem was logged with COD at 10:30 AM. It was suggested that EDS may want to implement maintenance pages on the web site. COD/Credit Bureau has corrected the problem. LOWeb interfaces are operational as of 12:13 PM.	4	Mike Krueger
405	LOWeb - COD Credit Check is not responding	24-Jun-02	24-Jun-02	No credit checks were processed through LOWeb credit check.	COD has a scheduled system maintenance window over the weekend. The application was not restarted after the outage.	4	Mike Krueger